



Factory Authorized Service Center

Andax Industries LLC, DBA: PoliceEquipmentDealer.com is an Authorized Service Center for Streamlight® flashlight products. Our factory trained service technicians will evaluate and repair your flashlight, using only genuine Streamlight® parts. We provide warranty and out-of-warranty repairs and refurbishing. Our certified testing and repair services ensure your flashlight will be repaired to factory specifications and returned to you as quickly as possible.

Getting your flashlight serviced is easy.

1. Call 1-877-747-5110.
2. We will e-mail you a Return Material Authorization (RMA) number to include with your light and instructions on how to pack your light for shipping. The email will also include a shipping label you can cut out for your shipping box. Be sure to send a short description of what is wrong with your light.
3. When we receive your light, one of our technicians will inspect it.
4. If your repair is covered by Streamlight's factory warranty, we will make the necessary repairs and return your light at no charge to you. If the repairs are not covered by the factory warranty, we will notify you of the cost associated with the necessary repair. Simple, fast and no surprises. We keep you informed all the way.

Our goal is to get your flashlight working and back to you quickly, no hassles or headaches, just good customer service!

Streamlight® Limited Lifetime Warranty

Streamlight warrants its products to be free of defects for a lifetime of use except for batteries and bulbs, abuse and normal wear*. We will repair, replace or refund the purchase price of this product should we determine it to be defective. This limited lifetime warranty also excludes rechargeable batteries, chargers, switches and electronics which have a 2-year warranty with proof of purchase.

THIS IS THE ONLY WARRANTY, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARE EXPRESSLY DISCLAIMED EXCEPT WHERE SUCH LIMITATION IS PROHIBITED BY LAW.

You may have other specific legal rights which vary by jurisdiction.

Your particular Streamlight product may have a different warranty that was in place at the time of purchase. Please provide proof of purchase when processing a warranty claim. If you have further

questions or would like to process a warranty claim, please review [Streamlight's FAQ](#) section for locations and information about Streamlight's service center near you, including factory information.

If you have any questions on the warranty of your Streamlight product or service, please contact us directly at 800-523-7488 / 610-631-0600.

*Sidewinder and Sidewinder Compact Series, KeyMate USB, Pocket Mate, QB, Bandit and Bandit Pro are not included in the limited lifetime warranty.

Service

Q: How can I send a product in for service?

A: You have two options:

1. You can have an Authorized Service Center (ASC), including the Factory facility, service your light. You can ship the product directly to these Centers. Many of them also offer walk-in service.
2. You can receive Priority Service by completing our Online Service Request. For the fastest turn around at the Factory:
 - Select the light(s) you will be sending back by adding them to the cart and then simply checkout your cart and fill out some basic information for expedited services.
 - You will also be able to login later to track the progress of your Service Request and you will have a record of your request, which you should save.
 - If a problem is found that is not covered under the warranty, we will contact you with an estimated cost before proceeding.

Please read this information.

When returning a light for Service, please include the following inside the package:

- If you elected Priority Service, the printed online Service Request.
- A copy of the proof of purchase, if available. If not available, state the date of purchase and from whom.
- Your light(s)